

CKI

Circle K International



Cal-Nev-Ha District Service Manual
2010-2011



Circle K International

Showing you
the **step-by-step**
process to create
a **successful**
project best
suited for
your club.

table of contents

1. CNH Circle K Defines Service	1
2. Service Hours vs. Administrative Hours	2
3. Fundraising Events and Service Hours	3
4. ISPs and DSI	4
5. Planning a Service Project	5
6. Assess	6
7. Contacting organizations	7
8. Kiwanis Family Relations & Interclubs	8
9. Paperwork	9
10. Risk Management	10
11. Involving your Members	11
12. Public Relations	12
13. Reminding your Members	13
14. Organizing Transportation	14
15. Day of the Service Project	15
16. After the Event	16
17. Making a Continuous Project	17
18. Other service projects	18
19. Service Resources	19

cal-nev-ha circle k defines service



Find *meaningful* service projects that your club can participate in because service comes from the heart.

Service Quotes from the District Service Committee!

"My favorite event at UOP is Saturday Partner In Education (PIE). because we get to have so much fun with the children by playing games and activities with them and get to show the what college as like. They're all so cute and excited.

-Bock Syzmkowick, UOP

"I love events that involve renovating old buildings or cleaning up local farm areas. It feels nice to see the final turnout after all of the hard work and the improved environment shows how much our volunteering means to our community.

-Nanette Taniguchi, UCD

"My favorite service project is when we do our Adopted-Street Clean Up because our members really get a chance to bond and have fun while cleaning up the street. It's really heart warming after picking up a piece of trash and then looking out to see everyone working so hard to make the street clean. It really shows the awesomeness of our awesomely awesome members. :D"

-Jenny Cheung, UCR

"I love working with kids especially when we can educate them about environmental, educational, or health issues or even spending a fun filled afternoon with kids showing them what caring service is all about. To bring a smile to their faces warms the heart."

-Michelle Yee, UNR

"Volunteering at the soup kitchen has always been one of my favorite events. Seeing the happiness on the people's faces as they receive a delicious meal gives me a satisfaction that is unparalleled."

-Natalie Platon, UCI

service hours vs. administrative hours



Service Hours

A **service hour** is 60 minutes of voluntary work performed by CKI Club dues-paid members at a service project organized or promoted by a CKI club, district, or Kiwanis Family club

- Planning and travel time for service projects are considered service hours
 - Ex: Single Service Committee Meetings that plan for Single Service projects
- Socials attended after a service event may not count towards travel hours
- Only direct to and from events may count towards service hours if the event is solely service
- Hours performed by non-CKI dues-paid club members may not be counted as service hours performed by the club

Administrative Hours

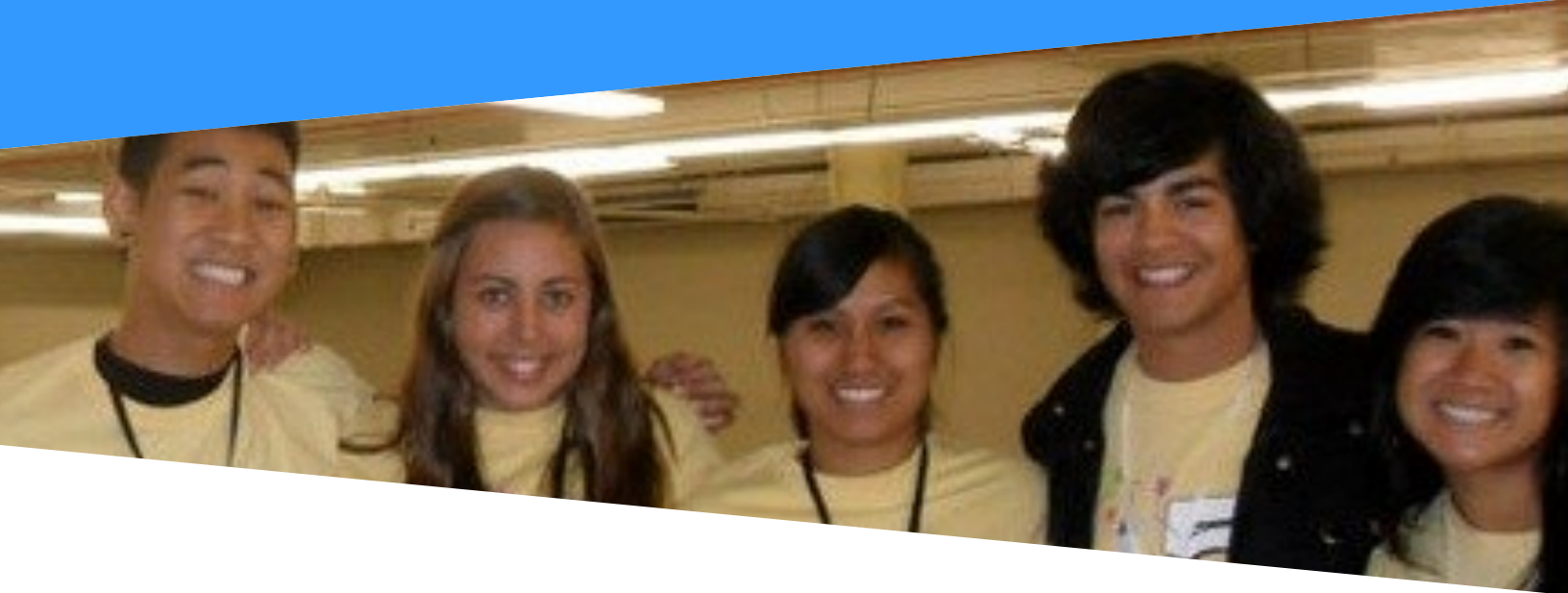
An **administrative hour** is 60 minutes of work performed on behalf of a club by a CKI Club dues-paid member

- Fundraising activities where proceeds raised are for the general club budget
- General communication with community agencies not for a service project
- Hours performed by CKI members for events not promoted by Circle K may not be counted as hours

For reference, please visit the CKI Policy Code, Service Hours, Section J:

<http://slp.kiwanis.org/CircleK/Resources/Governance.aspx>

fundraising events and service hours



New Definition of Service Hours

To encourage more genuine service, the following changes will be implemented starting Fall 2010:

1) Attendance at a service fundraiser only counts as service hours if *both definitions of service and fundraisers are fulfilled*. In all other cases it would be a social or administrative event, but still a fundraiser.

— Ex: **Eat for Services** no longer count as a service project because the only service being performed is consuming food

— However a car wash, where the money is going towards a charity, counts as service hours because the physical action of washing a car is being performed.

2) Work needs to be done voluntary in order for it to count as service. If work was put in planning, hours may be counted.

— Ex: **Fundraising Committee meetings** that focuses on planning a fundraiser going to charity counts as a service project.

3) You cannot receive service hours by just paying admission, having meals, etc. This constitutes as “buying” hours.

If you have any questions about whether a fundraiser counts as service hours, please contact District Secretary Tammy Tran at secretary@cnhcirclek.org.

International service partners & district service initiative

International Service Partners

Circle K International currently has developed partnerships with the following service organizations:

- **Better World Books:** capitalizes on the value of the book to fund and support literacy initiatives locally, nationally, and around the world
- **March of Dimes:** The mission of the March of Dimes is to improve the health of babies by preventing birth defects, prematurity, and infant mortality.
- **United Nation's International Children Emergency Fund (UNICEF):** created after World War II to provide emergency aid to children in Europe and Asia
 - CKI and UNICEF also developed the UNICEF Six Cents Initiative where 6 cents can help purchase rehydration salts to purify water in
- **Students Teaming Up to Fight Hunger (STUFH):** dedicated to linking food banks with local colleges and universities for two purposes: to collect food for those who need it most and to raise awareness of these needs upon the local student population.

For more information on the service partners, please visit:

<http://slp.kiwanis.org/CircleK/service/partners.aspx>

District Service Initiative (DSI)

Our 2010-2011 District Service Initiative is **Active Care for Teenagers (ACT)**.

Focus:

Check out <http://www.cnhcirclek.org> for more information about the DSI.



planning a service project

Before you do anything, you need a **Plan of ACTION (ex: School Fair)**

Assess who, what, when, where, and why

Our club's target for this fair is children in middle school. The fair will be focusing on Safety. The event will be this Saturday from 8am-4pm. We are having an event at CKI Middle School. The location of the school is 555 Kiwanis Street. We are doing this to make sure middle school children know how to maintain their well being.

Contact organizations

We will contact the school to secure a space for the event. We may also want to call the Red Cross, Hospital or any other relevant organizations to see if they can give us any resources or any safety information for carrying out the fair.

Time to fill our paperwork and complete planning of the event

Make sure to fill out **Event Request Forms (ERF)** to invite other Kiwanis organizations.

Involve your members through agendas, videos, website, etc

Our club will mention this event to our members at the meeting and through e-mail. We can also post it on our website. If we want we can also use **Facebook** groups or **Youtube** to advertise this event.

Organize the transportation and action of the event day

Now let's assess who is going to the event and arrange rides for everyone there. Let's have a meeting place for everyone to meet up before we go to the event site. Everyone will be informed when and where to meet. Now planning who will be assigned where and when so all expectations are met should be our main focus. All volunteers will need something to do!

Now it is time to do service!

Yay! Our event is taking off! Now time to look at our success and supervise to make sure nothing goes wrong.

Who do you want to serve?

CHOOSE THE COMMUNITY: Elementary, middle, high school, elderly, community center, homeless, etc

What will you do to serve the community?

CHOOSE THE ACT: planting trees, reading, renovating, teaching health ideas

When do you plan on performing this service?

TIMELINE: Mark it on your calendars and create goals, delegate tasks (planning, contacting, donations, promoting), and be timely with planning when to have the event as well as meeting with the organization

Where will you have this project?

CONTACT: meet with organizations, interclub with Kiwanis Family, network with fellow campus clubs, etc

How is the project meaningful?

EVALUATE: find out what your club wants to focus on, work with District Service Initiatives (DSI), make a difference in your target community

contacting organizations



Contacting a Volunteer Coordinator

First impressions are important! Remember that YOU represent your CKI Club, so please be professional when introducing yourself and Circle K.

- Let the coordinators know your goals and reasons for working with them.
- Be YOURSELF! Coordinators like to create connections with their volunteers.
- Try to meet with the coordinators in person. Phone calls/E-mails are not as clear.

Contacting Other Groups on Campus

Networking with clubs on campus will help your Circle K club grow even more service, leadership, and fellowship!

- Contact other CKI clubs in the area and INTERCLUB!
- Have a service table at a campus event where you can advertise your club.

Communications

Remember to **maintain good communication** with other organizations.

- Try to regularly check up with organization so they know you care.
- A good relationship with a organization creates a positive reputation which could be communicated to the community.

Other Service Organizations

- Visit volunteer event pass databases (**ex: www.volunteermatch.com**)
- Previous organizations, Non-governmental organizations, programs based on certain causes, and the local news

kiwanis family relations & interclubs



Kiwanis Family Relations

Plan an interclub event with your fellow Kiwanis Family members.

- Any event with members from a club where another club is also present (from within the Kiwanis Family). The requirements are listed by club membership.

For clubs with 20 or less members: at least 2 members.

For clubs with 21-30 members: at least 3 members.

For clubs with 31 members or more: at least 4 members.

Circle K's

- No need to do extra paperwork to invite Circle K's in your division
- Fill out *Event Request Form (ERF)* to include Circle K clubs OUTSIDE the division
- Do not ERF an event if the project is being sponsored by a organization not in Kiwanis
- Co-sponsor an event with a fellow Circle K. Both clubs will benefit from the planning.
- Overnight projects with other divisions must always be ERF'd even if the event is being sponsored by an organization not in Kiwanis (ex: Relay for Life at another school)

Key Clubs/KIWINS

- Make sure forms are filled out
 - Key Clubbers need to bring signed release forms on the day of the event
- Have chaperones if needed
- Make sure they are not late projects (Ex: Night-time)
- Make sure project is age appropriate (Check for age restrictions)
- Inspire them to continue doing service and even continue their education

paperwork

Event Report Form (ERF)

— If you want to hold an event with members from another division or other organizations within the Kiwanis Family, you have to fill the Event Report Form in advance.

<http://www.cnhcirclek.org/resources/index.html>

Work with your Division and District!

— Collaborate with your LTG to develop a Divisional Service Project

Club Event Report Form (CERF)

— Used to record how many people went to an event and the duration

— Turn in CERFS **as soon as possible** so event hours and details can be recorded as accurately as possible. This also helps your secretary complete MRFs faster.

Non-CKI Paperwork

Check with your **student organizations office or the volunteer organization** to check if there is additional paperwork to fill out before an event. Some organizations require waivers and codes of conduct.

risk management

Although unlikely, remember that anything can happen at a service project. To be prepared for the worst case scenario, consider the following options:

- 1) For any events where members are at risk of being injured, please have them sign a Waiver that asks for Emergency Contact Information and Medical Information (ex: Doctor, Health Insurance).
- 2) For any event, make sure to have a Code of Conduct that reminds members about the International Circle K Alcohol Policy and the expected behavior of members during the event.
- 3) *Circle K has a Zero-Tolerance Alcohol Policy* that is enforced from when the member leaves for the service project up until the member returns.
- 4) Double check with the non-profit organization if they require special forms that need to be filled out (ex: a waiver for members who are still minors).

Outdoor projects where people are exposed to the elements also have some special requirements.

- 1) Have a First-Aid Kit to deal with minor injuries that happen on-site.
- 2) Have someone that is CPR and First-Aid certified if the location of the event is far away from a hospital .

Being prepared for the worst case scenario will make you prepared for most problems that should arise and ensure that the project is fun and safe.



involving your members



Involve members to inspire new leaders

Don't simply inform them about projects

DELEGATION: Let members such as chairing a project and writing the CERF

BOARD MEETINGS: Allows active members to see how the club runs

MEETINGS: Attend *other CKI club meetings* so they can meet other members

PLANNING: Invite active members to plan their own small-scale service project but make sure to offer them guidance and assistance when necessary
-Let them send e-mails or call volunteer coordinators themselves

Establish a service committee

Increase members and board collaboration

CONSISTENCY: Have a *consistent time* for meetings to encourage attendance

AGENDAS: Create a *pre-made agenda* each meeting has a clear objective
— Collaborate to improve existing projects and create new ones
— Members can bring service projects they found themselves

ASSESS: Discuss the pros/cons of past weekly and weekend service projects
— Pre-assign projects that members can talk about prior to the meeting

DELEGATION: Inform committee members about service project details
—This is especially useful for *large-scale projects* so more than one person knows what is happening the day of the project

HOMEWORK: Have tasks assigned for the next meeting if necessary; keep members accountable for the tasks they have through e-mail/phone or social networks



public relations

Internal

General/Board Meetings

DURING: Announce the new event and the importance for members to attend.

AFTER: Use e-mail reflectors (i.e. Google Groups, Yahoo Groups) to effectively inform members about club meeting discussions through club minutes.

AGENDA/CALENDAR OF EVENTS: distribute at meetings to keep members posted about upcoming service projects.

Other Techniques

SKITS: Create a short 2 minute interactive skit about the event.

SLIDESHOWS/VIDEOS: Include a PowerPoint slideshow or video in the background as you announce your event.

External

Around Campus

USE SCHOOL ADVERTISING: School newspaper, flyers, school mailing lists

DESIGNATE LIAISONS to join other campus organizations at their meetings and speak about upcoming events

Internet

SOCIAL NETWORKS: Facebook, Myspace, etc.

WEBSITE: updates, upcoming events, club description, etc.

MAILING LISTS: use your club directory

E-mail Reflector

USE POPULAR SITES: Yahoo, Google groups, etc.

SEND REMINDERS on projects, meetings, committees, etc

reminding your members



Keep members informed and committed to the service projects/events they sign up for by staying in contact.

When to remind members

- Contact members 1-2 days before the event to address any questions
- For early events, call members on the day of that have trouble waking up early
 - Have a contact sheet ready in case members do not show up

How to remind members

- Use e-mails, mass texts, Facebook event pages, Youtube videos, IM's etc.
 - Get creative with your reminders and try to avoid repetition!
- Phone and in-person reminders are the most effective reminders to ensure attendance.
- In your reminder, include specifics like things they should be aware of such as what to wear and bring.
- **Make sure to ask their permission** to contact them via phone, e-mail, etc.

organizing transportation

Distance

RANGE: 5 to 20 miles on average to minimize the inconvenience of driving

ON-CAMPUS: Consider On-Campus projects with such as helping campus organizations or departments

Drivers

WHERE/WHEN: Determine a distinct Meeting Location and Time

— Ex: Meet at Student Union at X time for Y project

BACK-UP: Set up contact person in case someone gets lost or doesn't show

CARPOOL: Helps save \$\$\$ and the environment!

DIRECTIONS: Have clear directions to avoid cars getting lost.

Gas Prices

CALCULATIONS: Base gas cost either on the car's MPG, the number of miles driven and the cost of gas prices.

CARPOOLING: Make sure the driver brought other members

GAS MONEY: If your club has drivers willing to drive to the project, it is courteous to pay them for gas money!

— Set up a fund to pay drivers who drive often.

Alternatives

BUS: Is there a bus route you can take instead? This is a cheaper and more eco-friendly alternative. For some schools, bus fare is free!

day of the service project

Now it is time to do Service—the day of the event!

- **ALARMS:** Give members a wake-up call if necessary
- **PROMPTNESS:** Be at the event *on-time* to set up.
- **CONTACT LIST:** Make sure everyone who signed up for the event is present.
- **DIRECTIONS:** Have easy-to-read directions to the event ready for drivers
- **DRIVING:** Assign people to cars, and try mixing up old and new members.
- **DELEGATION:** At the project, distribute duties so everyone has something to do.
- **ADVERTISING:** Find a new member to talk about the project at the upcoming general meeting
- **PHOTOS:** Take pictures during your event so you can show the rest of your club afterward.

- HAVE FUN!



after the event

SURVEY: Give members quarterly or semester surveys to get feedback and see what they like about the club and what needs to be changed.

FOLLOW-UP EMAILS: Let the volunteer coordinator or members know if there were any issues with the projects.

THANK YOU!: For large-scale projects, send letters of appreciation or even gifts to everyone who helped make it a success

ASSESS: Jot down what could have been changed/improved.

KEEP IN TOUCH: Stay in contact with the volunteer coordinator. They are bound to have more service projects requiring your help. Non-profit organizations often have *mailing-lists* as well.

ARTICLES: Submit articles and pictures to the District Publications Editor for Sunburst, Monthly Report Form, Member Bi-Monthly Mailing List, club newsletters.

Remember to thank your members for attending!

Traditions

Traditions are beneficial for clubs since they create consistency and future projects for upcoming years.

FREQUENCY OF TRADITION: Club traditions do not have to be limited to only annual events. They can be quarterly or every semester. Traditions can also be weekly, such as having a weekly service project.

TYPES OF TRADITIONS: Club traditions are not limited to only service projects. You can have an annual large-scale fundraiser and social. Also, members can be recognized on a monthly or even weekly basis.

Feedback

POPULARITY: If your club does a project and you receive a lot of positive feedback on it, you should consider making it a *continuous service project* if this can be an option.

COMMUNICATION: Find out what other types of projects the non-profit organization has and see how often they happen.

- Remember, for any continuous service project, always *confirm with the organization* at least a week before the event to let them know your attendance.
- Do not assume that they will be available every week or month because they might have a special event.



other service projects

Some Project Ideas...

- Walks and Marathons
- Soup Kitchens
- Clean-Ups (parks, beaches, schools, etc)
- Boys and Girls Clubs and YMCA
- Making Arts, Crafts, Blankets, Scarves and Donating Them
- Canned Food Drives (Also Book drives)
- Tutoring
- Renovation (ex: planting trees)
- Homeless Shelters
- Working with the elderly (ex: nursing homes, veterans hospital)
- Projects associated with the DSI
- Websites (ex: volunteermatch.com)
- Local events (ex: city website)
- Planning your own special projects!!

The possibilities are endless!



service resources

Service Database - <http://www.tinyurl.com/cnhservicedatabase>

Need a service project idea? Look up the Service Database, which is sorted according to division, for service organizations in your area!

Formspring - <http://www.formspring.me/cnhckiservice>

Have a service related question? Ask on the formspring and someone from the District Service Committee will answer it ASAP!

Cal-Nev-Ha Circle K - <http://www.cnhcirclek.org>

Check out the "Resources" section for more information on the District Service Initiative, International Service Partners, Service Project planning, Event Request Forms (ERF) and much more!



Circle K International

Presented by the District Service Team 2009-2010

Brennen Proffit (Sierra College)
Diana Tran (UC Berkeley)
Don Ta (UC Irvine)
Dweejal Torado (UC Irvine)
Gerardo Del Toro (UC Los Angeles)
Jaquelin Yang (UC San Diego)
Kevin Chiong (UN Las Vegas)
Roland Moder (UC Irvine)
Ryan Lara (UC Riverside)
Serena Jiwani (Occidental College)
Shivani Kapur (UC Berkeley)

Service Manual Edited by Natalie Platon

For more information, the following resources are available:

Circle K International Website

www.circlek.org

District Circle K Website

www.cnhcirclek.org

Questions?

Contact Cal-Nev-Ha District Service Team Chair

Natalie Platon

service@cnhcirclek.org

